

## (RK0) DC Office of Risk Management FY 2017 Draft Annual Performance Plan\*

DC Office of Risk Management has the following strategic objectives for FY 2017:

### Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objective Number	Strategic Objective
1	Identify, measure, analyze and mitigate the District government's exposure to risk and liability.
2	Administer the Public Sector Workers' Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty.
3	Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition.
4	Collect monies owed to the District as a result of a Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District.
5	Create and maintain a highly efficient, transparent and responsive District government.**

### Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget linen items. This is further divided into Daily Services, (ex. sanitation disposal), and long-term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
<b>1 - Identify, measure, analyze and mitigate the District government's exposure to risk and liability. (8 Activities)</b>		
Risk Management	Provides guidance and training to agencies on risk analysis and mitigation.	Daily Service
Risk Inspections and Coordination of ARMRS	Conducts site safety inspections of District government properties.	Daily Service
Risk Inspections and Coordination of ARMRS	Investigates complaints of existence of, or potential for, unsafe or unhealthful working conditions.	Daily Service
Risk Management	Obtain and review driving records for operators of District vehicles.	Daily Service
Risk Management	Administration of the District's hybrid self-insurance program to include issuance of self-insurance certification letters.	Daily Service

<b>2 - Administer the Public Sector Workers' Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty. (5 Activities)</b>		
Claims Examination and Management	Manage claims submitted by employees to determine if the injury sustained is compensable.	Daily Service
Claims Management	Ongoing management of accepted claim for medical treatment and/or indemnity payments.	Daily Service
Claims Examination	Review of existing claims for determination of benefit eligibility.	Daily Service
Return to Work	Return injured employee back to work as soon as medically possible in an alternative, modified, part-time and/or full-time capacity.	Daily Service
Return to Work	Conduct orientations, trainings and job fairs to injured employees of the Public Sector Workers' Compensation Program and Return to Work	Daily Service
<b>3 - Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (4 Activities)</b>		
Claims Management	Administer the Settlement and Judgment Fund.	Daily Service
Claims Examination	Receive notices of § 12-309 notices for alleged claims against the District.	Daily Service
Claims Examination & Management	Review the facts and assess the merits of the claims for disposition by way of settlements or denials.	Daily Service
Claims Examination & Management	Coordination with responsible District agencies to determine whether to accept a claim and enter into a pre-litigation settlement or reject the claim.	Daily Service
<b>4 - Collect monies owed to the District as a result of a Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District. (3 Activities)</b>		
Claims Examination	Review District agency incident reports and determine if damages and losses to the District is as a result of negligence or intentional act of a third party.	Daily Service
Claims Examination & Management	Provide notice to third party tortfeasors of the District intent to subrogate and pursue recovery of monies owed to the District as a result of damages and losses as a result of the third party tortfeasors actions.	Daily Service
Claims Examination & Management	Recover monies through subrogation efforts either resulting in settlement or lawsuit.	Daily Service
Risk Management	Maintain insurance coverage(s) for District government real estate property assets.	Daily Service
Insurance Analysis	Provide advice to District agencies on risk and insurance policies and practices.	Daily Service
Risk Analysis	Conducts trends analysis for claims filed for Workers' Compensation and Tort Liability.	Key Project

## Key Performance Indicators\*\*\*

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
<b>1 - Identify, measure, analyze and mitigate the District government’s exposure to risk and liability. (4 Measures)</b>						
Percentage of eligible facilities for which agencies have submitted an Emergency Response Plan (ERP) for approval by ORM		81.9%	85.6%	100%	100%	85%
Percentage of agencies under the purview of the Mayor that file Cost of Risk reports		Not available	98%	100%	100%	100%
Percent of District government vendors in compliance with ORM minimum insurance requirements		100%	100%	100%	100%	100%
Percentage of government real estate property assets insured by private insurance		Not available	100%	50%	60%	70%
<b>2 - Administer the Public Sector Workers’ Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty. (2 Measures)</b>						
Percentage of employees returning to work compared to the number of claims received	X	Not available	Not available	Not available	Not available	70%
Workers’ Compensation claim file closing ratio	X	Not available	Not available	Not available	Not available	90
<b>3 - Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (4 Measures)</b>						
Percentage of claims opened and assigned within five (5) business days of receipt by ORM	X	Not available	Not available	Not available	Not available	90%
Tort claim file closing ratio	X	Not available	Not available	Not available	Not available	95

Percentage of claims where ORM issues an acknowledgement letter within five (5) business days within the claim being opened and assigned	X	Not available	Not available	Not available	Not available	95%
The average cost to process a claim per claims specialist	X	Not available	Not available	Not available	Not available	\$159

**4 - Collect monies owed to the District as a result of a Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District. (3 Measures)**

Ratio of open to closed tort subrogation claim files	X	Not available	Not available	Not available	Not available	50
Ratio of open to closed Workers' Compensation affirmative subrogation	X	Not available	Not available	Not available	Not available	25
Percentage of cases pursued within thirty (30) days of issuance of lien letters in Workers' Compensation	X	Not available	Not available	Not available	Not available	100%

**5 - Create and maintain a highly efficient, transparent and responsive District government.\*\* (9 Measures)**

Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Contracts/Procurement-Contracts lapsed into retroactive status	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Local funds unspent	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Federal Funds returned	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Customer Service- Meeting Service Level Agreements	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources-Vacancy Rate	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources-Employee District residency	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources-Employee Onboard Time	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016

Performance Management- Employee Performance Plan Completion	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
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**Performance Plan End Notes:**

\*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

\*\*"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

\*\*\*Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.